



2nd Quarter 2016
Reconciliation of Non-GAAP Financial Measures

Adjusted Operating Income Reconciliation

Adjusted operating income is not a measure of financial performance under generally accepted accounting principles ("GAAP"). The Company believes adjusted operating income provides a relevant measure of operating profitability and a useful basis for evaluating the ongoing operations of the Company. Adjusted operating income is used by the Company to assess operating income before the impact of acquisitions and acquisition-related costs and certain non-cash items. Adjusted operating income is used by the Company as a benchmark for performance and compensation by certain executives. Adjusted operating income should not be considered in isolation or as a substitute for operating income or other profitability data prepared in accordance with GAAP. Adjusted operating income, as presented, may not be comparable to similarly titled measures of other companies. Set forth below is a reconciliation of adjusted operating income from operating income.

Reconciliation of Adjusted Operating Income from Operating Income			
<i>Unaudited, in thousands</i>			
	Three Months Ended June 30,		
Consolidated:	2016	2015	% Change
Operating income	\$ 123,101	\$ 116,433	5.7%
Amortization of acquired intangible assets	16,871	16,441	2.6%
Share-based compensation	6,175	5,982	3.2%
Secondary equity offering expense	-	334	NM
Gain on sale of real estate	(12,848)	-	NM
M&A and acquisition-related costs	1,401	802	74.7%
Adjusted operating income	<u>\$ 134,700</u>	<u>\$ 139,992</u>	<u>-3.8%</u>
Adjusted operating income margin	23.1%	24.5%	
Unified Communications Services:			
Operating income	\$ 88,762	\$ 98,958	-10.3%
Amortization of acquired intangible assets	3,378	3,282	2.9%
Share-based compensation	3,493	3,434	1.7%
Secondary equity offering expense	-	201	NM
M&A and acquisition-related costs	387	-	NM
Adjusted operating income	<u>\$ 96,020</u>	<u>\$ 105,875</u>	<u>-9.3%</u>
Adjusted operating income margin	25.9%	28.3%	
Safety Services:			
Operating income	\$ 11,871	\$ 3,254	264.8%
Amortization of acquired intangible assets	3,572	4,501	-20.6%
Share-based compensation	993	957	3.8%
Secondary equity offering expense	-	64	NM
Adjusted operating income	<u>\$ 16,436</u>	<u>\$ 8,776</u>	<u>87.3%</u>
Adjusted operating income margin	22.1%	13.3%	
Interactive Services:			
Operating income	\$ 5,958	\$ 6,630	-10.1%
Amortization of acquired intangible assets	5,327	3,885	37.1%
Share-based compensation	620	602	3.0%
Secondary equity offering expense	-	29	NM
M&A and acquisition-related costs	1,059	717	47.7%
Adjusted operating income	<u>\$ 12,964</u>	<u>\$ 11,863</u>	<u>9.3%</u>
Adjusted operating income margin	17.7%	18.6%	
Specialized Agent Services:			
Operating income	\$ 2,906	\$ 8,992	-67.7%
Amortization of acquired intangible assets	4,594	4,773	-3.8%
Share-based compensation	1,069	989	8.1%
Secondary equity offering expense	-	40	NM
Adjusted operating income	<u>\$ 8,569</u>	<u>\$ 14,794</u>	<u>-42.1%</u>
Adjusted operating income margin	12.7%	21.6%	
Corporate Other:			
Operating income (loss)	\$ 13,604	\$ (1,401)	
Secondary equity offering expense	-		
Gain on sale of real estate	(12,848)	-	
M&A and acquisition-related costs	(45)	85	
Adjusted operating income (loss)	<u>\$ 711</u>	<u>\$ (1,316)</u>	

Reconciliation of Adjusted Operating Income from Operating Income			
<i>Unaudited, in thousands</i>			
	Six Months Ended June 30,		
Consolidated:	2016	2015	% Change
Operating income	\$ 232,025	\$ 227,126	2.2%
Amortization of acquired intangible assets	33,296	32,967	1.0%
Share-based compensation	13,841	11,411	21.3%
Secondary equity offering expense	-	1,041	NM
Gain on sale of real estate	(12,848)	-	NM
M&A and acquisition-related costs	2,489	1,580	57.5%
Adjusted operating income	<u>\$ 268,803</u>	<u>\$ 274,125</u>	<u>-1.9%</u>
Adjusted operating income margin	23.3%	24.1%	
Unified Communications Services:			
Operating income	\$ 177,830	\$ 193,836	-8.3%
Amortization of acquired intangible assets	6,771	6,537	3.6%
Share-based compensation	7,821	6,705	16.6%
Secondary equity offering expense	-	247	NM
M&A and acquisition-related costs	878	-	NM
Adjusted operating income	<u>\$ 193,300</u>	<u>\$ 207,325</u>	<u>-6.8%</u>
Adjusted operating income margin	26.4%	27.9%	
Safety Services:			
Operating income	\$ 20,844	\$ 6,456	222.9%
Amortization of acquired intangible assets	6,955	9,150	-24.0%
Share-based compensation	2,220	1,876	18.3%
Secondary equity offering expense	-	78	NM
Adjusted operating income	<u>\$ 30,019</u>	<u>\$ 17,560</u>	<u>71.0%</u>
Adjusted operating income margin	20.6%	13.0%	
Interactive Services:			
Operating income	\$ 11,766	\$ 12,204	-3.6%
Amortization of acquired intangible assets	10,382	7,680	35.2%
Share-based compensation	1,381	1,183	16.7%
Secondary equity offering expense	-	35	NM
M&A and acquisition-related costs	1,611	1,345	19.8%
Adjusted operating income	<u>\$ 25,140</u>	<u>\$ 22,447</u>	<u>12.0%</u>
Adjusted operating income margin	17.3%	17.8%	
Specialized Agent Services:			
Operating income	\$ 7,424	\$ 17,527	-57.6%
Amortization of acquired intangible assets	9,188	9,600	-4.3%
Share-based compensation	2,419	1,647	46.9%
Secondary equity offering expense	-	50	NM
M&A and acquisition-related costs	-	150	NM
Adjusted operating income	<u>\$ 19,031</u>	<u>\$ 28,974</u>	<u>-34.3%</u>
Adjusted operating income margin	14.0%	21.4%	
Corporate Other:			
Operating income (loss)	\$ 14,161	\$ (2,897)	
Secondary equity offering expense	-	631	
Gain on sale of real estate	(12,848)	-	
M&A and acquisition-related costs	-	85	
Adjusted operating income (loss)	<u>\$ 1,313</u>	<u>\$ (2,181)</u>	

Adjusted Net Income, Adjusted Income from Continuing Operations and Adjusted Earnings per Share Reconciliation

Adjusted net income, adjusted income from continuing operations and adjusted earnings per share (EPS) are non-GAAP measures. The Company believes these measures provide a useful indication of profitability and basis for assessing the operations of the Company without the impact of bond redemption premiums, acquisitions and acquisition-related costs and certain non-cash items. Adjusted net income and adjusted income from continuing operations should not be considered in isolation or as a substitute for net income or other profitability metrics prepared in accordance with GAAP. Adjusted net income and adjusted income from continuing operations, as presented, may not be comparable to similarly titled measures of other companies. The Company utilizes these non-GAAP measures to make decisions about the use of resources, analyze performance, measure management's performance with stated objectives and compensate management relative to the achievement of such objectives. Set forth below is a reconciliation of adjusted income from continuing operations from income from continuing operations and adjusted net income from net income.

**Reconciliation of Adj. Income from Continuing Ops from Income from Continuing Ops
and Adjusted Net Income from Net Income**

<i>Unaudited, in thousands except per share data</i>			
CONTINUING OPERATIONS	Three Months Ended June 30,		
	2016	2015	% Change
Income from continuing operations	\$ 32,979	\$ 49,223	-33.0%
Amortization of acquired intangible assets	16,871	16,441	
Amortization of deferred financing costs	39,144	5,007	
Share-based compensation	6,175	5,982	
Secondary equity offering expense	-	334	
Gain on sale of real estate	(12,848)	-	
M&A and acquisition-related costs	1,401	802	
Pre-tax total	50,743	28,566	
Income tax expense on adjustments	18,166	10,516	
Adjusted income from continuing operations	\$ 65,556	\$ 67,273	-2.6%
Diluted shares outstanding	84,281	85,592	
Adjusted EPS from continuing operations - diluted	\$ 0.78	\$ 0.79	-1.3%
DISCONTINUED OPERATIONS	Three Months Ended June 30,		
	2016	2015	
Income from discontinued operations	\$ -	\$ 358	
Amortization of acquired intangible assets	-	-	
Share-based compensation	-	-	
M&A and acquisition-related costs	-	30	
Pre-tax total	-	30	
Income tax benefit on adjustments	-	12	
Adjusted income from discontinued operations	\$ -	\$ 376	
Diluted shares outstanding	84,281	85,592	
Adjusted EPS from discontinued operations - diluted	\$ 0.00	\$ 0.00	
CONSOLIDATED	Three Months Ended June 30,		
	2016	2015	% Change
Net income	\$ 32,979	\$ 49,581	-33.5%
Amortization of acquired intangible assets	16,871	16,441	
Amortization of deferred financing costs	39,144	5,007	
Share-based compensation	6,175	5,982	
Secondary equity offering expense	-	334	
Gain on sale of real estate	(12,848)	-	
M&A and acquisition-related costs	1,401	832	
Pre-tax total	50,743	28,596	
Income tax expense on adjustments	18,166	10,528	
Adjusted net income	\$ 65,556	\$ 67,649	-3.1%
Diluted shares outstanding	84,281	85,592	
Adjusted EPS - diluted	\$ 0.78	\$ 0.79	-1.3%

**Reconciliation of Adj. Income from Continuing Ops from Income from Continuing Ops
and Adjusted Net Income from Net Income**

<i>Unaudited, in thousands except per share data</i>			
CONTINUING OPERATIONS	Six Months Ended June 30,		
	2016	2015	% Change
Income from continuing operations	\$ 77,534	\$ 97,857	-20.8%
Amortization of acquired intangible assets	33,296	32,967	
Amortization of deferred financing costs	44,053	10,009	
Share-based compensation	13,841	11,411	
Secondary equity offering expense	-	1,041	
Gain on sale of real estate	(12,848)	-	
M&A and acquisition-related costs	2,489	1,580	
Pre-tax total	80,831	57,008	
Income tax expense on adjustments	28,937	20,688	
Adjusted income from continuing operations	\$ 129,428	\$ 134,177	-3.5%
Diluted shares outstanding	84,425	85,920	
Adjusted EPS from continuing operations - diluted	\$ 1.53	\$ 1.56	-1.9%
DISCONTINUED OPERATIONS	Six Months Ended June 30,		
	2016	2015	
Income from discontinued operations	\$ -	\$ 32,224	
Amortization of acquired intangible assets	-	41	
Share-based compensation	-	1,576	
M&A and acquisition-related costs	-	386	
Pre-tax total	-	2,003	
Income tax benefit on adjustments	-	767	
Adjusted income from discontinued operations	\$ -	\$ 33,460	
Diluted shares outstanding	84,425	85,920	
Adjusted EPS from discontinued operations - diluted	\$ 0.00	\$ 0.39	
CONSOLIDATED	Six Months Ended June 30,		
	2016	2015	% Change
Net income	\$ 77,534	\$ 130,081	-40.4%
Amortization of acquired intangible assets	33,296	33,008	
Amortization of deferred financing costs	44,053	10,009	
Share-based compensation	13,841	12,987	
Secondary equity offering expense	-	1,041	
Gain on sale of real estate	(12,848)	-	
M&A and acquisition-related costs	2,489	1,966	
Pre-tax total	80,831	59,011	
Income tax expense on adjustments	28,937	21,456	
Adjusted net income	\$ 129,428	\$ 167,636	-22.8%
Diluted shares outstanding	84,425	85,920	
Adjusted EPS - diluted	\$ 1.53	\$ 1.95	-21.5%

Free Cash Flow Reconciliation

The Company believes free cash flow provides a relevant measure of liquidity and a useful basis for assessing the Company's ability to fund its activities, including the financing of acquisitions, debt service, stock repurchases and distribution of earnings to shareholders. Free cash flow is calculated as cash flows from operating activities less cash capital expenditures. Free cash flow is not a measure of financial performance under GAAP. Free cash flow should not be considered in isolation or as a substitute for cash flows from operating activities or other liquidity measures prepared in accordance with GAAP. Free cash flow, as presented, may not be comparable to similarly titled measures of other companies. Set forth below is a reconciliation of free cash flow from cash flows from operating activities.

Reconciliation of Free Cash Flow from Operating Cash Flow						
<i>Unaudited, in thousands</i>						
CONTINUING OPERATIONS	Three Months Ended June 30,			Six Months Ended June 30,		
	2016	2015	% Change	2016	2015	% Change
Cash flows from operating activities	\$ 137,433	\$ 98,128	40.1%	\$ 197,485	\$ 156,524	26.2%
Cash capital expenditures	37,507	28,557	31.3%	73,864	64,864	13.9%
Free cash flow	\$ 99,926	\$ 69,571	43.6%	\$ 123,621	\$ 91,660	34.9%
DISCONTINUED OPERATIONS	Three Months Ended June 30,			Six Months Ended June 30,		
	2016	2015		2016	2015	
Cash flows from (used in) operating activities	\$ -	\$ (1,683)		\$ -	\$ (6,962)	
Cash capital expenditures	-	-		-	1,930	
Free cash flow	\$ -	\$ (1,683)		\$ -	\$ (8,892)	
CONSOLIDATED	Three Months Ended June 30,			Six Months Ended June 30,		
	2016	2015	% Change	2016	2015	% Change
Cash flows from operating activities	\$ 137,433	\$ 96,445	42.5%	\$ 197,485	\$ 149,562	32.0%
Cash capital expenditures	37,507	28,557	31.3%	73,864	66,794	10.6%
Free cash flow	\$ 99,926	\$ 67,888	47.2%	\$ 123,621	\$ 82,768	49.4%

EBITDA and Adjusted EBITDA Reconciliation

The common definition of EBITDA is "Earnings Before Interest Expense, Taxes, Depreciation and Amortization." In evaluating liquidity and performance, the Company uses "Adjusted EBITDA." The Company defines Adjusted EBITDA as earnings before interest expense, share-based compensation, taxes, depreciation and amortization, gain on assets held for sale and transaction costs. EBITDA and Adjusted EBITDA are not measures of financial performance or liquidity under GAAP. Although the Company uses Adjusted EBITDA as a measure of its liquidity and performance, the use of Adjusted EBITDA is limited because it does not include certain material costs, such as depreciation, amortization and interest, necessary to operate the business. EBITDA and Adjusted EBITDA should not be considered in isolation or as a substitute for net income, cash flow from operating activities or other income or cash flow data prepared in accordance with GAAP. Adjusted EBITDA, as presented, may not be comparable to similarly titled measures of other companies. Adjusted EBITDA is presented here as the Company understands investors use it as a measure of its historical ability to service debt and compliance with covenants in its senior credit facilities. Further, Adjusted EBITDA is presented here as the Company uses it to measure its performance and to conduct and evaluate its business during its regular review of operating results for the periods presented. Set forth below is a reconciliation of EBITDA and Adjusted EBITDA from cash flow from operating activities and net income.

Reconciliation of EBITDA and Adjusted EBITDA from Operating Cash Flow

<i>Unaudited, in thousands</i>				
CONTINUING OPERATIONS	Three Months Ended June 30,		Six Months Ended June 30,	
	2016	2015	2016	2015
Cash flows from operating activities	\$ 137,433	\$ 98,128	\$ 197,485	\$ 156,524
Income tax expense	18,389	28,677	43,235	55,733
Deferred income tax expense	6,132	759	3,755	(2,202)
Interest expense and other financing charges	73,267	38,941	112,252	78,478
Provision for share-based compensation	(6,175)	(5,982)	(13,841)	(11,411)
Amortization of deferred financing costs	(39,144)	(5,007)	(44,053)	(10,009)
Gain on sale of real estate	12,848	-	12,848	-
Other	(712)	(4)	(886)	(220)
Changes in operating assets and liabilities, net of business acquisitions	(28,496)	8,071	19,628	58,838
EBITDA	173,542	163,583	330,423	325,731
Provision for share-based compensation	6,175	5,982	13,841	11,411
Secondary equity offering expense	-	334	-	1,041
M&A and acquisition-related costs	1,401	802	2,489	1,580
Gain on sale of real estate	(12,848)	-	(12,848)	-
Adjusted EBITDA	\$ 168,270	\$ 170,701	\$ 333,905	\$ 339,763
Cash flows from operating activities	\$ 137,433	\$ 98,128	\$ 197,485	\$ 156,524
Cash flows used in investing activities	\$ (3,124)	\$ (45,318)	\$ (42,584)	\$ (83,721)
Cash flows used in financing activities	\$ (42,301)	\$ (56,260)	\$ (112,546)	\$ (290,742)
DISCONTINUED OPERATIONS	Three Months Ended June 30,	Six Months Ended June 30,		
	2016	2015	2016	2015
Cash flows from operating activities	\$ -	\$ (1,683)	\$ -	\$ (6,962)
Income tax expense	-	193	-	20,010
Deferred income tax expense	-	2,041	-	(2,293)
Provision for share-based compensation	-	-	-	(1,576)
Other	-	-	-	29,596
Changes in operating assets and liabilities, net of business acquisitions	-	-	-	13,500
EBITDA	-	551	-	52,275
Provision for share-based compensation	-	-	-	1,576
M&A and acquisition-related costs	-	30	-	386
Gain on sale of business	-	-	-	(48,556)
Adjusted EBITDA	\$ -	\$ 581	\$ -	\$ 5,681
Cash flows used in operating activities	\$ -	\$ (1,683)	\$ -	\$ (6,962)
Cash flows from investing activities	\$ -	\$ 5,734	\$ -	\$ 269,540
Cash flows used in financing activities	\$ -	\$ -	\$ -	\$ -

Reconciliation of EBITDA and Adjusted EBITDA from Operating Cash Flow, cont.

CONSOLIDATED	Three Months Ended June 30,		Six Months Ended June 30,	
	2016	2015	2016	2015
Cash flows from operating activities	\$ 137,433	\$ 96,445	\$ 197,485	\$ 149,562
Income tax expense	18,389	28,870	43,235	75,743
Deferred income tax expense	6,132	2,800	3,755	(4,495)
Interest expense and other financing charges	73,267	38,941	112,252	78,478
Provision for share-based compensation	(6,175)	(5,982)	(13,841)	(12,987)
Amortization of deferred financing costs	(39,144)	(5,007)	(44,053)	(10,009)
Gain on sale of real estate	12,848	-	12,848	-
Other	(712)	(4)	(886)	29,376
Changes in operating assets and liabilities, net of business acquisitions	(28,496)	8,071	19,628	72,338
EBITDA	173,542	164,134	330,423	378,006
Provision for share-based compensation	6,175	5,982	13,841	12,987
Secondary equity offering expense	-	334	-	1,041
M&A and acquisition-related costs	1,401	832	2,489	1,966
Gain on sale of business	-	-	-	(48,556)
Gain on sale of real estate	(12,848)	-	(12,848)	-
Adjusted EBITDA	\$ 168,270	\$ 171,282	\$ 333,905	\$ 345,444
CONSOLIDATED				
Cash flows from operating activities	\$ 137,433	\$ 96,445	\$ 197,485	\$ 149,562
Cash flows from (used in) investing activities	\$ (3,124)	\$ (39,584)	\$ (42,584)	\$ 185,819
Cash flows used in financing activities	\$ (42,301)	\$ (56,260)	\$ (112,546)	\$ (290,742)

Reconciliation of EBITDA and Adjusted EBITDA from Net Income

<i>Unaudited, in thousands</i>				
CONTINUING OPERATIONS	Three Months Ended June 30,		Six Months Ended June 30,	
	2016	2015	2016	2015
Income from continuing operations	\$ 32,979	\$ 49,223	\$ 77,534	\$ 97,857
Interest expense and other financing charges	73,267	38,941	112,252	78,478
Depreciation and amortization	48,907	46,742	97,402	93,663
Income tax expense	18,389	28,677	43,235	55,733
EBITDA	173,542	163,583	330,423	325,731
Provision for share-based compensation	6,175	5,982	13,841	11,411
Secondary equity offering expense	-	334	-	1,041
M&A and acquisition-related costs	1,401	802	2,489	1,580
Gain on sale of real estate	(12,848)	-	(12,848)	-
Adjusted EBITDA	\$ 168,270	\$ 170,701	\$ 333,905	\$ 339,763
DISCONTINUED OPERATIONS				
	Three Months Ended June 30,		Six Months Ended June 30,	
	2016	2015	2016	2015
Income from discontinued operations	\$ -	\$ 358	\$ -	\$ 32,224
Depreciation and amortization	-	-	-	41
Income tax expense	-	193	-	20,010
EBITDA	-	551	-	52,275
Provision for share-based compensation	-	-	-	1,576
M&A and acquisition-related costs	-	30	-	386
Gain on sale of business	-	-	-	(48,556)
Adjusted EBITDA	\$ -	\$ 581	\$ -	\$ 5,681
CONSOLIDATED				
	Three Months Ended June 30,		Six Months Ended June 30,	
	2016	2015	2016	2015
Net income	\$ 32,979	\$ 49,581	\$ 77,534	\$ 130,081
Interest expense and other financing charges	73,267	38,941	112,252	78,478
Depreciation and amortization	48,907	46,742	97,402	93,704
Income tax expense	18,389	28,870	43,235	75,743
EBITDA	173,542	164,134	330,423	378,006
Provision for share-based compensation	6,175	5,982	13,841	12,987
Secondary equity offering expense	-	334	-	1,041
M&A and acquisition-related costs	1,401	832	2,489	1,966
Gain on sale of business	-	-	-	(48,556)
Gain on sale of real estate	(12,848)	-	(12,848)	-
Adjusted EBITDA	\$ 168,270	\$ 171,282	\$ 333,905	\$ 345,444